

CVS Weight Management Program

Frequently Asked Questions:

What happens if I don't enroll in this program?

You will be required to pay the entire cost of the medication, as your employer benefits have changed. And it may not count towards your deductible or out-of-pocket maximum.

How will you know when I enroll in the program?

Upon successful enrollment, you should wait one-to-three business days before having your pharmacy reprocess your prescription. This gives time for the system to process your enrollment and ensure you receive your plan designated cost.

Why do I have to complete this program while taking my weight management medication?

This program is designed to support you on the medication, including making sure the drug is clinically appropriate, that you have proper dosing and to manage any side effects. It will also help maximize how effective the drug is so weight loss is sustainable, as it should be taken with proper nutrition coaching and support for best results.

I have enrolled in the program but my medication is not available. Can I still participate in the program?

Supply shortages happen, but it will not impact your ability to join the program. If a supply shortage occurs, your clinician can help bridge the gap until your medication is available and ensure you continue to receive the support of the program. You will not be penalized in any way due to a shortage that's beyond your control.

Do I still need to ask my doctor for prior authorization (PA) for my weight management medication?

Based on your employer's plan design, a Prior Authorization is still required for your prescription. Work directly with your doctor who wrote your prescription for support with your Prior Authorization request(s) and renewal(s).

I've already been taking this drug. Why do I have to start this program now to get it?

Your employer benefits have changed. Because you were taking this weight management medication prior to the benefit change, your employer's plan benefits require you to enroll in the CVS Weight Management program.

Can you tell me what my cost is going to be with and without program participation?

For any questions on cost, please call the number on the back of your member ID.

What are the program engagement requirements?

Minimum program engagement, which includes the following:

- At least one live virtual meeting or member-initiated chat with a program clinician each month, and
- Meet biomarker logging requirements as agreed to between member and their program clinician

What happens if I fall outside participation guidelines?

For members who are ineligible for participation, your weight loss medication will be covered according to your plan benefits.

How long do I need to participate in the program?

Your plan benefits required you to meet program engagement criteria for 24 months.